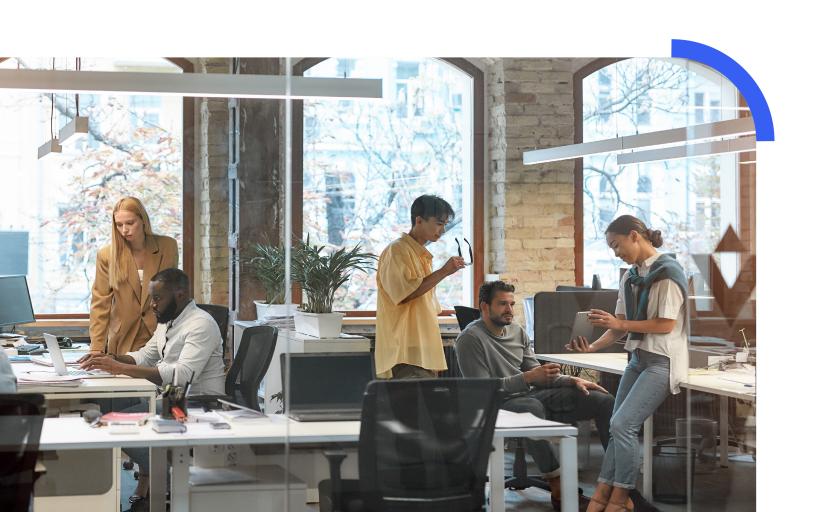**everbridge™**

# International Law Office Rates Everbridge 10/10

A New York-based international law firm with 200 employees has used Everbridge for over six years. Starting with business continuity needs, the firm has grown to rely on Everbridge in a variety of scenarios, from system outages to hurricanes, for their offices in and outside of the United States.

"[Everbridge] helps contribute to our organization's business goals and mission because we operate 24/7 and always look out for our employees."

**Operations Support**
at an International Law Firm

# International Law Office Q&A

## What is your primary use case?

We're a law firm with 200 employees; 90% of the firm is based in New York, and we have seven other offices, five of which are out of the country.

We initially started using the solution for business continuity purposes, but since the pandemic, we switched to using it for IS outages. When we had Hurricane Sandy, we used the platform to send blast notifications to everybody in the organization, informing them the firm would be closed. Now we use it more for IS purposes; we use Microsoft Outlook, and if there is an outage, we can fall back on Everbridge to send a message that our systems are down and report back as soon as they are up again.

## How has Everbridge helped your organization?

We can now contact our staff outside our network, which is essential when we have system or network outages. Everbridge is the only way we can send a message to everyone, primarily via text to their cell phones. The solution helps contribute to our organization's business goals and mission because we operate 24/7 and always look out for our employees.

The platform has increased our productivity since we started using it for IS outages; if we experience an issue with Outlook, we can still contact all our staff by phone. That alone saved a couple of hundred phone calls to our help desk from employees reporting problems on Outlook.

## What is most valuable?

The ability to text all our staff and categorize by specific fields, such as department or position, are valuable features. We can gear messages to specific people or target a particular office, such as the New York office or Washington DC office only. We can target specific departments, such as corporate or litigation, which is very useful for us. Once, we had an active shooter near our Washington, DC, office, and we could send out a message to all the staff in that office. On another occasion, there was a Long Island railroad strike so we could contact all our staff who lived there.

## For how long have you used the Solution?

We've been using Everbridge Mass Notification for around six years.

## What do you think about the stability of the solution?

The solution is very stable.

## What do you think about the scalability of the solution?

Regarding scalability, it's precisely what we need, and I rate the solution 10 out of 10 here.

## How are customer service and support?

We reached out to our account rep a few times, but we never had a problem we had to escalate to customer support. The support we have received, however, is excellent.

## How would you rate customer service and support?

Positive

## Which solution did you use previously and why did you switch?

The pain point we experienced before using Everbridge was that our previous mass notification system was slower and more challenging. In a high-stress situation, we need to be able to get messages out to our staff quickly and efficiently.

Before Everbridge we used a competitor's system, but it's a more clunky application; there are around four different navigation pages to send one message. Everbridge makes the process straightforward because we can configure a message on one page and send it quickly. This gives us confidence because we know that we can act relatively quickly in an emergency, even if we are very stressed.

Before that, we relied on email. The Everbridge name came up in a business community tabletop exercise, and other businesses and government agencies were starting to use it. This piqued our interest, and we contacted a salesperson to investigate further.

## How is the maintenance?

Regarding maintenance, I maintain the daily feed which comes into Everbridge. Sometimes we get error messages because the feed has incorrect information, which is helpful as they allow me to fix the mistakes. For example, suppose an employee puts their phone number into the internal firm directory but forgets to include the area code. In that case, I'll get an Everbridge error message informing me.

## What was our ROI?

We see an ROI, though the solution doesn't generate capital or involve production. It's available 24/7, and we can use it whenever necessary. Our foreign offices, including our Hong Kong office, also use the product, which is helpful.

## What's my experience with pricing, setup cost, and licensing?

We recently renewed our contract, and the pricing is on the higher end. We have a yearly license with a three-year commitment, which seems standard, so we have no issues with that.

## Which other solutions did you evaluate?

We evaluated all the big names in the marketplace.

## What would you rate the solution?

I rate the solution 10 out of 10.

# About Everbridge

Everbridge, Inc. (NASDAQ: EVBG) empowers enterprises and government organizations to anticipate, mitigate, respond to, and recover stronger from critical events. In today's unpredictable world, resilient organizations minimize impact to people and operations, absorb stress, and return to productivity faster when deploying critical event management (CEM) technology. Everbridge digitizes organizational resilience by combining intelligent automation with the industry's most comprehensive risk data to Keep People Safe and Organizations Running™.

For more information, visit Everbridge.com, read the company blog, and follow us on LinkedIn and Twitter.

This case study originated from PeerSpot. You can find the original review here.